

GRIEVANCE PROCEDURE

POLICY

In accordance with 9 CSR 45-5.030, all residents and families shall be provided a grievance procedure to ensure that any concerns or problems you may have can be dealt with in order to have the concern or problem resolved. Should you have a concern or problem, contact the direct care worker or their supervisor. If you are not satisfied with the outcome, and the concern or problem still exists, follow the procedures listed below. We will make every effort to resolve any disputes immediately.

PROCEDURE

If a resident or parent/guardian feels that the resident's rights are being violated or services are not being administered in a professional manner, a complaint can be registered with the Administrator. The Administrator will facilitate resolution of the issue personally or by assigning an advocate to assist the individual with the concern. This advocate can be obtained through the written or verbal request of the resident. The Administrator will conduct an investigation and make a written report to be included in the resident's file. If the resolution does not meet the satisfaction of the resident, advocate, parent/guardian, an appeal should be made to an outside agency.

Agencies and numbers that may be helpful are:

Hotline for Elderly Abuse and Neglect	800-392-0210
Hotline for Medicare/Medicaid Complaints	800-877-6485
Department of Mental Health (Rolla)	573-368-2200
Clients Rights Monitor, MO Department of Mental Health PO Box 687 Jefferson City MO 65102	800-364-9687